

U S WEST, Inc.  
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Washington, DC 20036  
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00-45  
**USWEST**

**Elridge A. Stafford**  
Executive Director-  
Federal Regulatory

April 21, 2000

Mr. Dale Hatfield  
Chief, Office of Engineering and Technology  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room 7-C155  
Washington, DC 20554

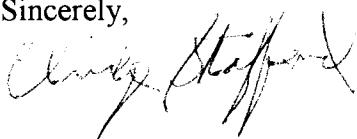
RE: CFR 46, Section 63.100  
Final Service Disruption Report, Shaniko, OR  
SHNKORRF

Dear Mr. Hatfield:

On March 22, 2000, U S WEST Communications (USWC) experienced a Service outage in Shaniko, Oregon. In accordance with the reporting rules, enclosed is USWC's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,



Attachments

cc: Mr. Robert Kimball  
Mr. Stagg Newman

# Final Service Disruption Report

**Reporting Company:** U S WEST

**Location of Disruption:** Shaniko Oregon Fiber Regeneration Site (SHNKORRF)

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**1. Date and Time of Incident:**

March 22, 2000 at 1828 PST.

**2. Geographic Area Affected:**

The Oregon communities of Pendleton, Baker, Hermiston, Stanfield, Athena, and Umatilla and surrounding areas were affected.

**3. Estimated Number of Customers Affected:**

Approximately 40,200 U S WEST customers were affected by the outage.

**4A. Types of Services Affected:**

InterLATA, IntraLATA Services and FAA circuits were affected.

**4B. 911 Service Affected:**

911 Service was not affected. The 911 tandem is located in Pendleton and was able to process calls for the area.

**5. Duration of Outage:**

Service was restored at 2209 PST, for a total duration of 3 hours 41 minutes.

**6. Estimated Number of Blocked Calls:**

There were approximately 110,300 blocked calls.

**7A. Root Cause of the Incident:**

The root cause of the incident was a contractor process error.

During the process of battery replacement at the Shaniko regeneration site, the contractor, Pinnacle, removed the reference battery and ground leads from the rectifiers.

A storm passed through the area, after the contractor had left the site. It is believed that the storm created a power surge that tripped the rectifiers. Without the ground leads, the rectifiers could not restore.

**7B. Name and Type of Equipment:**

Rectifier, Power Equipment

**7C. Specific Part of Network Affected:**

Interoffice Facility

**8. Method(s) Used to Restore Service:**

Technicians dispatched to the site were able to locate a spare rectifier, which they wired in to restore service.

**9. Steps Taken to Prevent Recurrence of Outage:**

The following steps have been or will be taken to prevent recurrence of the outage:

- ◆ U S WEST will discuss the issue with Pinnacle to prevent future problems.

**10A. Applicable Best Practice(s):**

U S WEST reviewed Network Reliability: A Report to the Nation, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.4 Network Management Center

**10B. Best Practice(s) Used:**

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.4 Network Management Center

**10C. Analysis of Effectiveness of Best Practice(s):**

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

While this recommendation is specific to Signaling Networks, U S WEST currently requires a root cause analysis on all significant network failures.

Section F – E911 Systems

Reference 6.4 Network Management Center

This recommendation describes the use of centralized network management centers to monitor the E911 network as a unique entity, separate from the rest of the network.

U S WEST network traffic for E911 trunk groups is monitored in the two regional Network Management Centers. U S WEST also has two Regional network Reliability Operations Centers with responsibility for monitoring the health of the network.

**Contact Person:**

Ken Cartmell, Executive Director - Federal Regulatory

U S WEST

1020 19th Street, NW, Suite 700

Washington, D.C. 20036

Telephone (202) 429-3136

00-45

**FCC INITIAL REPORT**  
**U S WEST - Large Scale Abnormal Condition Report (LSACR)**  
**Service Disruption Report**

[ ] 120 MINUTE REPORT [X] 3 DAY REPORT

ACR #: OR.000322.003Date Of Incident: 3-22-00 Time Of Incident: 18:28:09 PSTGeographic Area Directly Affected: BAKER, HERMISTON, PENDLETON, STANFELD, ATHENA,  
[Cities, LATA(s), States(s)] UMATILLA.CLLI code(s) for affected area: BAKROR23DSO, HMTNOR56DSO, PNTNOR56DSO, STFDOR56DSO,  
ATHNOR56R50, JMTLOR57DSOEstimated Number of Customers Affected: 39040  
[i.e. Access lines in the switch, LATA(s) or States(s)]Types of Services Affected (e.g. Local, Toll, 800, 911, FAA, etc.): TOLL, FAA, 800Duration of Outage (Hours & Minutes): under investigationEstimated Number of Blocked Calls: under investigationApparent Cause of Incident: under investigation, probable loss of power  
at SHAWIKO Regen siteMethod Used to Restore Service: under investigationSteps Taken to Prevent Recurrence: under investigationCONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136  
U S WEST  
1020 19th Street NW Suite 700, Washington, D. C. 20036Tim Mason  
Vice President - NROC  
Ph: (303) 707-5100  
U S WEST  
700 W. Mineral, Littleton, CO 80120-or-  
Dave Rygh  
Director - Network Management Center  
Ph: 303-707-5608  
U S WEST  
700 W. Mineral, Littleton, CO 80120Date Reported to FCC: 3-24-00Time Reported to FCC: 20:54 PST  
(Include AM/PM, Time Zone)Person Faxing Report: M. WENDL

Time Confirmed with FCC: \_\_\_\_\_

Telephone Number: 303-707-6877

FCC Contact Name: \_\_\_\_\_

**PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975**Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2278  
(To be used only at the direction of the Primary Fax Monitoring Watch Officer)**Also FAX to:** U S WEST Federal Relations Office at (202) 296-5157**Also FAX to:** Karen Eccli/Jane Quigley (303) 707-2229**Also FAX to:** Glenda Weibel (206) 345-2129**Also FAX to:** Bev Sharpe (303) 694-1719